



Where Quality Is A Lifestyle

October 21, 2010

PROPOSAL #P766

Gentlemen:

You are requested to submit a proposal for computer aided dispatch consultant as per the specifications, and information contained herein. All required information shall be included with your proposal. Any exceptions to the specifications shall be listed in the space provided. An original and five (5) copies of your proposal should be submitted.

All questions and inquires concerning this request for proposals or the specifications shall be addressed to Trina C. Barwicks, Contract Administrator of Purchasing, 140 Stonewall Avenue West, Suite 101 in Fayetteville, Georgia 30214 from 8:00 a.m. to 5:00 p.m. The phone number is (770) 305-5420, Fax: (770) 719-5515 and/or Email Address: tbarwicks@fayettecountyga.gov. Deadline for all questions is 10:00a.m., Thursday, November 4, 2010. **Any deviations from this procedure for questions or information pertaining to request for proposals may result in your proposal being rejected.**

Your proposal should be on the attached pricing sheet. All prices shall be F.O.B. Destination, Fayette County. Be sure to include the **proposal number** and **reference** along with your company's name and address on the **sealed** envelope in which the proposal is returned.

**PROPOSAL MUST BE SUBMITTED TO:
FAYETTE COUNTY PURCHASING DEPARTMENT
140 STONEWALL AVENUE WEST, SUITE 101
FAYETTEVILLE, GEORGIA 30214
PROPOSAL #P766
REFERENCE: C.A.D. CONSULTANT**

October 21, 2010

Proposals will be received at the above address until 3:00 p.m. Wednesday, November 10, 2010 in the **Purchasing Department, Suite 101.** Proposals will be opened at approximately 3:00 p.m., November 10, 2010 and the names of the companies that responded will be read. Proposals must be signed to be considered. Late proposals will not be considered. Faxed/Emailed proposals will not be considered.

If this request for proposal is downloaded from our web site, it is the responsibility of the individual or company that downloads this request for proposal to continue to check the Fayette County web site for any addenda that might come out for this request for proposal and are posted on the Fayette County web site. Fayette County shall not be responsible for any information that any individual or company fails to get in an addendum that is posted on the Fayette County web site but is not downloaded. However, if the Fayette County Purchasing Department mails the request for proposal to a company or individual, we will keep a record of who we mailed that request for proposal to and all addenda for that request for proposal will also be mailed to those companies or individuals.

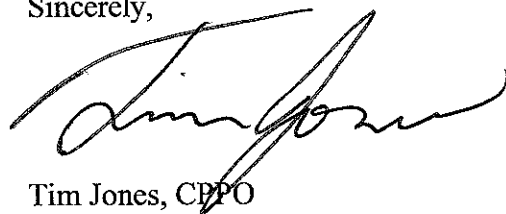
Note: The name of the companies that respond to this request for proposals will be posted on the Fayette County website within 3 business days after the proposal opening.

There is no set time for an award to be made, as the proposals have to be evaluated, some presentations may be required, and a recommendation has to be prepared and then scheduled to go before the Board of Commissioners for consideration by the Board. If an award is not made within 60 days of the proposal opening, an update will be posted on the Fayette County website.

If the Board awards this proposal, once everything has been received by that company and the award has been completed, that information will also be posted on the Fayette County website. Please keep this procedure in mind.

The County reserves the right to reject or accept any or all proposals and to waive technicalities, Informalities and minor irregularities in proposals received.

Sincerely,



Tim Jones, CPPO
Director of Purchasing

TJ/tcb

GENERAL TERMS AND CONDITIONS

1. Preparation of Offers

- 1A. Offeror shall examine the drawings, specifications, schedule and all instructions. Failure to do so will be at the offeror's risk.
- 1B. Each offeror shall furnish all information required. Erasures or other changes must be initialed by the person signing the offer. Offers must be signed by an authorized agent of the company.
- 2. The term "contractor" as used herein and elsewhere in these specifications shall be used synonymously with the term "successful offeror." The term "County" shall mean Fayette County.

3. Submission of Offers

- 3A. Offers and amendments shall be enclosed in sealed envelopes, addressed to the office specified in the request for proposal with the name and address of the offeror, the reference and proposal number on the face of the envelope.
- 3B. The offer, once submitted and opened, shall remain open for acceptance for a period of at least ninety days from the date of the opening of the proposals as set out in the request for proposal unless specifically excepted to in your offer.
- 3C. Samples of items, when required, must be submitted within the time specified and, unless otherwise specified, at no expense to the County. Unless otherwise specified, samples will be returned at the offeror's request and expense if items are not destroyed by testing.
- 3D. Fayette County shall not be responsible for the premature opening of a proposal not properly addressed and identified by proposal number and reference and/or delivered to an improper destination.
- 3E. In case of discrepancy between the unit price and the extended or total price, the unit price shall prevail.

4. Evaluation of Offers

The evaluation of offers and the determination as to acceptability of products or services offered shall be the responsibility of the County. Accordingly, to insure that sufficient information is available, the offeror may be required to submit literature, samples, references or other information prior to award.

5. Non-Collusion

Offeror declares that the offer is not made in connection with any other offeror submitting an offer for the same services, and that the offer is bona fide and is in all respects fair and without collusion or fraud.

6. Default

The contract may be cancelled or annulled by the Purchasing Director in whole or in part by written notice of default to the contractor upon non-performance or violation of contract terms. An award may be made to the next lowest satisfactory offeror, or articles specified may be purchased on the open market similar to those so terminated. In either event, the defaulting Contractor (or his surety) shall be liable to the County for cost to the County in excess of the defaulted contract prices provided, however, that the Contractor shall continue the performance of this contract to the extent not terminated under the provisions of this clause. Failure of the Contractor to deliver materials or services within the time stipulated on his offer, unless extended in writing by the Purchasing Director, shall constitute contract default.

7. Patent Indemnity

The Contractor guarantees to save the County, its agents, officers, or employees harmless from liability of any nature or kind for use of any copyrighted or uncopyrighted composition, secret process, patented or unpatented invention, articles or appliances furnished or used in the performance of the contract, for which the Contractor is not the patentee, assignee or licensee.

- 8. None of the various County agencies, either individually or collectively, will be required to purchase any minimum amount during the term of this contract, nor will they be limited, either individually or collectively, to any maximum amount during the term of this contract.
- 9. The County reserves the right to increase or decrease quantities shown without penalty.

10. Ability To Perform

The offeror may be required, upon request, to provide to the satisfaction of the County that he/she has the skill, experience and the necessary facilities as well as sufficient financial and human resources to perform the contract in a satisfactory manner and within the required time. If the available evidence is not satisfactory to the County, then the offer of such offeror may be rejected.

11. Rejection of Offers

Failure to observe any of the instructions or conditions in this request for proposal shall constitute grounds for rejection of the offer.

- 12. All of the specifications and information contained in this request for proposal, unless specifically accepted to in writing and included with the offer, will form the basis of the contract between the successful offeror (the Contractor) and the purchaser. Caution should be taken by the offeror that all questions are answered in the spaces provided and all requested information is submitted.
- 13. Assignment of any contract resulting from this request for proposal will not be authorized.
- 14. This contract may be cancelled by either party upon submitting thirty (30) days written notice of intent to cancel to the other party.
- 15. The proposal opening is open to the public. After the process is completed and an award has been made, information may be obtained on the Fayette County website (www.fayettecountyga.gov) or in the Purchasing Department at .25 per page. Prices and other information will not be given out over the telephone.
- 16. If your Company has not previously applied to get on the Fayette County Bidders List, to insure your company is not omitted from participation in future bidding, it is important that you contact The Purchasing Department at 770-305-5420 immediately to find out how to be placed on the Bidders List. Participation in this request for proposal does not automatically place a Company on the Master Bidders List.

ADDITIONAL INFORMATION AND INSTRUCTIONS

1. Proposals will not be accepted from any person, firm, or corporation who is in arrears in any debt or obligation to Fayette County.
2. The proposal made by any company or firm must be signed in a legal manner in the name of such company or firm by a duly authorized officer, member or representative, whose name and representative capacity shall be stated, and the address of the principal place of business must be shown.
3. Companies under this contract shall be required to provide and carry "Professional Error & Omissions" insurance at both an aggregate and per claim amount of \$2,000,000.
4. Include with your proposal a list of three (3) jobs that your company has done that is of the same or similar nature to the work described herein. For each job listed include a brief description of the work, a contact person, mailing address, valid telephone number and the date job was completed.
5. Successful company/contractor shall be insured.
6. **In compliance with Georgia Code Section 13-10-91, the attached Bidder's Affidavit of Compliance with the Georgia Security and Immigration Compliance Act must be completed, signed, notarized and returned with your bid.**

PLEASE FILL OUT AND RETURN WITH YOUR PROPOSAL THE BIDDER'S AFFIDAVIT OF COMPLIANCE, THE REFERENCES SHEET AND THE LAST PAGE OF THIS REQUEST FOR PROPOSAL, CALLED THE INFORMATION PAGE.

**Bidder's Affidavit
Of Compliance with the Georgia Security and Immigration Compliance Act**

By executing this affidavit, the undersigned bidder verifies its compliance with O.C.G.A. 13-10-91, stating affirmatively that the individual, firm or corporation which is bidding to contract with Fayette County has registered with, and is authorized to use, the federal work authorization verification program [any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security or any equivalent federal work authorization program operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603].

The undersigned bidder agrees that it is using, and will continue to use, the federal work authorization program throughout the contract period.

The undersigned bidder further agrees that, should it employ or contract with any subcontractor(s) in connection with the physical performance of services pursuant to this proposed contract with Fayette County, bidder will secure from such contractor(s) similar verification of compliance with O.C.G.A. 13-10-91. Bidder further agrees to maintain records of such compliance and provide a copy of each such verification to Fayette County at the time the subcontractor(s) is retained to perform such service.

E-Verify or other User Identification Number

BY: Authorized Officer or Agent
(Bidder's Name)

Date

Title of Authorized Officer or Agent of Bidder

Printed Name of Authorized Officer or Agent

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE

_____ DAY OF _____, 20____

Notary Public
My Commission Expires:

INSURANCE REQUIREMENTS

The successful respondent shall, without expense to the County, carry the following to be in effect throughout the term of the contract:

1. Third party property damage insurance in such amounts as are deemed adequate by the County and Board of Commissioners against all losses, cost, damages, claims, expenses, or liability whatsoever because of accidental injury or damage to person or property occurring in the course of or as a result of performing the duties of this contract, and any and all matters incidental thereto. A minimum amount of coverage in the amount of \$500,000.00 is required; although, additional coverage may be required depending on the nature of the work to be performed. The successful respondent shall also carry adequate Workman's Compensation Insurance covering all employees engaged in performing the duties and responsibilities of this contract.
2. Public Liability and Property damage insurance coverage including, but not limited to, the liability assumed in the indemnification provisions as specified in this request for proposals fully insuring the successful respondent for liability for injury to or death of county employees and third parties, extended to include personal injury liability coverage, and damage to property of third parties, with a minimum combined coverage for each occurrence of \$500,000.00 with an umbrella policy in the amount of one million dollars, \$1,000,000.00.
3. Comprehensive automobile and truck liability insurance to include coverage of owned, hired, and non-owned vehicles with minimum limits of \$300,000.00 each occurrence for bodily injury and \$100,000.00 each occurrence for property damage. Such insurance is to include coverage for loading and unloading hazards.

A copy of the certificate of insurance for the aforementioned shall be submitted with your proposal. A request will be sent to the agent or the insurance company of the successful respondent to notify Fayette County 30 days prior to cancellation of or upon any material change in coverage of the aforementioned insurance coverage prior to the work being completed. No award will be made until proof of the insurance coverage is submitted.

FAILURE TO PERFORM

It is important to note that if a company is awarded all or part of this request for proposal, Fayette County expects the successful company to totally fulfill the contract and perform all duties hereunder satisfactorily, for the duration of the contract. Failure to so perform will result in said company being removed from the Fayette County Bidders list for that commodity.

Fayette County, GA, hereinafter referred to as “the County,” seeks to engage the services of a consultant to assist the County in the acquisition of a COMPUTER-AIDED DISPATCH (CAD) SYSTEM to support consolidated Fayette County public safety dispatching operations, hereinafter referred to as “CAD.” The CAD will be used to dispatch police, fire and medical units to 9-1-1 emergency calls, manage police, fire and emergency medical resources, provide communications between multiple resources, and interface with national and state criminal justice information systems, mobile data systems, records management systems and imaging systems. To complete this acquisition, the County has written a request for proposal (RFP).

The objectives for this project are to:

Acquire the services of a consultant that:

- Demonstrates a thorough knowledge of technology and technological trends associated with CAD systems.
- Establishes a clear understanding of 9-1-1 dispatch industry standards.
- Is responsive to integration needs between CAD and Records Management, Mobile Data, Criminal Justice Information Systems and Imaging systems.
- Provides an elevated level of customer service.

Submission or Receipt of the Proposal

Prospective vendors are invited to submit proposals in accordance with the requirements outlined in this document. Five (5) sealed copies of the proposal should be submitted, including one (1) original master copy, signed in ink, to:

FAYETTE COUNTY PURCHASING DEPARTMENT
140 STONEWALL AVENUE WEST, SUITE 101
FAYETTEVILLE, GEORGIA 30214
(770) 305-5420

All proposals will be publicly opened at the same address and the names of those submitting proposals will be read. All pages should be numbered and organized as defined in this RFP.

Proposals will be received until 3:00 p.m. local time (EST), on November 10, 2010. Proposals received after this deadline will not be considered. There will be no exceptions to this procedure. Failure to follow the instructions in the RFP is cause for rejection of offer.

OVERVIEW OF FAYETTE COUNTY

Fayette County, Georgia is located approximately thirty five miles southwest of Atlanta, Georgia. The county is 199 square miles with residential and commercial to the north and residential and agricultural to the south. Located within the county are the cities of Fayetteville (county seat), Peachtree City and the towns of Brooks, Woolsey and Tyrone. In regard to public safety dispatch, the towns of Brooks and Woolsey are treated the same as unincorporated Fayette County and are covered by the County Fire and Emergency Services and Sheriff's Office.

The Fayette County E 9-1-1 Center serves as the primary Public Safety Answering Point (PSAP) for the County, and provides dispatching for all entities throughout the County; this includes the call-taking and dispatching services for the Sheriff, Fayette County Fire and Emergency Services, Fayette County Marshal Office, Fayetteville Fire Department, Fayetteville Police Department, Peachtree City Fire and Emergency Services, Peachtree City Police Department and the Tyrone Police Department. The 9-1-1 Center also monitors the Board of Education, City and County Public Works Departments and City and County Water Departments as well as several State agencies.

The goal of the Fayette County E 9-1-1 Center is to process law enforcement calls for service within a two minute time frame from the first ring of the phone to final dispatch of the call for service. Call volumes vary from shift to shift and from agency to agency. (see diagram A) Fire and EMS calls for service are processed in under a minute. Call volumes are less than law enforcement but have continued to rise over the past few years. (see diagram B)

Diagram A

FAYETTE COUNTY E9-1-1 Center Operator Response Times

Year 2006 Average Operator Response Time **

FCSD	FCMO	FPD	PCPD	TPD
0:02:35	0:02:38	0:01:57	0:02:35	0:02:15
	FCFD	FFD	PCFD	
	0:00:55	0:00:58	0:00:59	

Year 2007 Average Operator Response Time **

FCSD	FCMO	FPD	PCPD	TPD
0:02:44	0:03:21	0:02:12	0:02:46	0:02:27
	FCFD	FFD	PCFD	
	0:00:56	0:00:59	0:00:58	

Year 2008 Average Operator Response Time **

FCSD	FCMO	FPD	PCPD	TPD
0:02:11	0:02:23	0:01:48	0:02:09	0:01:48
	FCFD	FFD	PCFD	
	0:00:53	0:00:56	0:00:53	

** Response times are the time calculated from when the operator picks up the phone until the field unit is dispatched to the call for service. Calls placed on hold for higher priority calls or due to lack of an available unit contribute to the overall operator response.

Diagram B

FAYETTE COUNTY E 9-1-1 CENTER CALLS FOR SERVICE

Year 2006 Calls for Service

	FCSD	FCMO	FPD	PCPD	TPD
No. of Calls Dispatched	16,595	405	12,175	15,105	2,457
No. of Pullovers	8,312	185	10,601	10,299	3,946
No. of Officer Initiated Calls	20,820	12,468	26,929	55,252	3,786
Total Number of Calls	45,727	13,058	49,705	80,656	10,189
	FCFD	FFD	PCFD		
No. of Fire Calls	1,347	687	693		
No. of EMS Calls	5,070	1,818	1,974		
Total Number of Calls	6,417	2,505	2,667		

Year 2007 Calls for Service

	FCSD	FCMO	FPD	PCPD	TPD
No. of Calls Dispatched	16,359	528	11,429	14,868	2,563
No. of Pullovers	9,022	188	8,816	12,579	3,011
No. of Officer Initiated Calls	22,079	16,663	24,187	50,070	3,074
Total Number of Calls	47,460	17,379	44,432	77,517	8,648
	FCFD	FFD	PCFD		
No. of Fire Calls	1,588	768	709		
No. of EMS Calls	5,124	1,788	1,993		
Total Number of Calls	6,712	2,556	2,702		

Year 2008 Calls for Service

	FCSD	FCMO	FPD	PCPD	TPD
No. of Calls Dispatched	15,926	493	10,961	14,571	2,553
No. of Pullovers	9,745	197	9,589	12,783	3,622
No. of Officer Initiated Calls	26,319	15,980	25,408	49,151	2,281
Total Number of Calls	51,990	16,670	45,958	76,505	8,456
	FCFD	FFD	PCFD		
No. of Fire Calls	1,438	769	670		
No. of EMS Calls	5,180	1,856	2,097		
Total Number of Calls	6,618	2,625	2,767		

Each of the agencies served by the 9-1-1 Center has its own records management system. These systems will be integrated with the CAD to allow each agency to pull statistical information for reporting, crime mapping and historical reference. Records management systems for each agency are as follows:

Fayette County Fire and EMS	FirePoint
Fayette County Marshals Office	ARMS
Fayette County Sheriff's Office	Spillman
Fayetteville Fire Dept	FirePoint
Fayetteville Police Dept	USA Software
Peachtree City Fire and EMS	FIREHOUSE and Remote Access
Peachtree City Police Dept	USA Software
Tyrone Police Dept	SSI

Future plans for these agencies include MDTs and AVL.

PROJECT REQUIREMENTS AND EVALUATION

Scope of Work

The County seeks a consultant to provide technical assistance with the selection and implementation of a turnkey CAD system. This project consists of the following task items:

1. Complete a review of the existing CAD RFP developed by Fayette County 9-1-1 Center staff. The consultant will meet with 9-1-1 Center staff to review this product to ensure it addresses the everyday functions a CAD performs for the 9-1-1 Center and to ensure the RFP provides an open platform that enables the served agencies to integrate their disparate records management systems with CAD, allow for interface with MDT's, AVL and video recording equipment and allow real time remote viewing of calls for service
2. Assist in the evaluation of CAD proposals submitted by vendors to assess RFP compliance, performance requirements, and compatibility with existing systems
3. Assist with the development of a short list of approved CAD vendors for final selection by Fayette County.
4. Once the CAD vendor is selected, assist with a review of the contract for services to ensure compliance with RFP.
5. Oversee implementation of the CAD system selected to ensure performance and compatibility with existing systems is as required by contract.
6. Oversee data migration onto the new CAD system selected to ensure data integrity is maintained as required.

Consultant requirements

To qualify for this project, consultants must demonstrate the following:

- a thorough knowledge of technology and technological trends associated with CAD systems and the integration needs between CAD and Records Management, Mobile Data, Criminal Justice Information Systems and Imaging systems
- a clear understanding of 9-1-1 dispatch industry standards
- The responding company's understanding of the technological aspects of computer aided dispatch, industry standards, and how they relate to 9-1-1 centers
- Customer support, customer service and staff expertise and experience on similar projects
- Ability to acquire outside expert technical resources to assist with this project as needed

Evaluation Criteria

The proposals shall be evaluated as follows

1. **Compliance with Fayette County Request for Proposals Requirements – (required forms, affidavits, etc.)**
2. **Compliance with each item outlined in the Scope of Work** - each vendor shall also provide an estimated number of total work hours attributable to each item listed in the Scope of Work.
3. **Total project cost for Scope of Work** - value added items may be submitted for informational purposes but must be listed and priced out separately.
4. **References** – each vendor must describe at least three similar CAD projects installed in the continental United States in the past 5 years. Current client contact information must be provided. Clients must be willing to discuss their system with the County's representatives; repeated difficulty in establishing contact with clients will render that reference invalid.

Selecting and Rejecting Proposals

In selecting or rejecting proposals, the County reserves the following rights:

The identity of acceptable proposals will not be determined at the time of the proposal opening. The County reserves the right to obtain the opinion of legal counsel on the legality and sufficiency of all proposals.

The County reserves the right to reject any and all proposals and to waive irregularities in any proposal. The County reserves the right to accept or reject any and all proposals, or any part of the proposal; to waive minor defects or technicalities; or to solicit new proposals on the same project or on a modified project which may include portions of the originally proposed project, as the County may deem necessary. The County's waiver of a deviation shall in no way modify the proposal document or excuse the Vendor from full compliance with the proposal specifications if awarded the contract.

EXCEPTIONS TO SPECIFICATIONS

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

COMPANY NAME _____

PRICING SHEET

DESCRIPTION

TOTAL PROPOSED AMOUNT

COMPUTER AIDED DISPATCH CONSULTANT

\$ _____

State Time Needed To Complete The Work After Notification of Award:
(Job completion time will be a factor in the award.)

State Payment Terms _____

State Length of Time after Proposal Opening that Proposal prices shall be held firm:

_____ Days.

Company Name _____

INFORMATION PAGE

Company _____

Authorized Representative _____
(Print or Type)

Authorized Representative _____
(Signature)

Title _____

Mailing Address _____

Telephone Number: () _____ Fax Number: () _____

Cellular Number: () _____

Email Address: _____

Date: _____

If you do not submit a proposal, indicate in writing your reason(s) why and return that information to the Purchasing Department. Failure to do so may cause your company's name to be removed from the bidders list.

